



DEPARTMENT OF THE NAVY
NAVAL EDUCATION AND TRAINING PROFESSIONAL
DEVELOPMENT AND TECHNOLOGY CENTER
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PENSACOLA, FLORIDA 32509-5237

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IN REPLY REFER TO:
NETPDTCINST 2060.1A
N641

22 OCT 2001

NETPDTC INSTRUCTION 2060.1A

Subj: **MANAGEMENT OF NETPDTC TELEPHONE SYSTEMS AND SERVICES**

Ref: (a) SECNAVINST 2305.11A
(b) NAVCOMTELCOMINST 2066.1A

Encl: (1) Procedures for Obtaining Telephone Service
(2) Report of Long Distance Telephone Calls, NETPDTC
2060/1 (10/01)

1. **Purpose.** To establish policy governing the management, administration, and validation of base telephone services within NETPDTC, Saufley Field, Pensacola, FL.
2. **Cancellation.** NETPDTCINST 2060.1.
3. **Revision.** Since this is a major revision, marginal notations are not annotated. This instruction should be read in its entirety.
4. **Background**

a. The increasing high costs of voice communications support have resulted in high visibility of communications programs at all levels of government. This fact underscores the need for management awareness and improved life cycle documentation of telephone resources.

b. The management and administration of a responsive naval voice communications system requires early identification and consideration of user requirements so that requisite programming to obtain necessary resources can be accomplished. The recognition, definition and submission of voice communication requirements well in advance of desired operational dates will permit system planning and programming to acquire necessary resources.

5. **Policy.** Base administrative telephone services consist of telephone services, facilities, outside plant distribution systems, switches, telephone instruments, telegraph (TWX), and components of associated systems that provide compatible services on the switch side of the base demarcation point. Expressly excluded from base

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administrative telephone services under management and administrative control are: terminal equipment associated with beeper services, cellular telephones, facsimile, local area network services, paging/public address systems (unless inherent in telephone switch), radio services, remote metering, and remote writing/display devices. Also excluded is television transmission service. These excluded types of equipment and services are obtained through separate acquisition authority.

6. **General.** The Base Communications Office (BCO) is the organization at the Navy shore installation (base, station, or consolidated service area) that serves as liaison between activities and voice communications provider. Activities will be provided base telecommunications services and facilities in accordance with current DOD and DON policy, and will be dependent upon the BCO for provisioning switching services and dial-tone. Customers at Navy installations are prohibited from acquiring or modifying base telecommunications equipment, services, and facilities on their own.

7. **Responsibility and Authority**

a. Base Communications Office (BCO). Naval Computer and Telecommunications Area Master Station Atlantic Detachment Pensacola, 1523, is the BCO for the Pensacola Naval Complex, which includes Saufley Field. The BCO is responsible for the day-to-day administration, operations, and maintenance of existing base telecommunications facilities within the complex.

b. NETPDTC Activity Telephone Coordinator. The NETPDTC Activity Telephone Coordinator (ATC) serves as liaison to the BCO for NETPDTC. The ATC chairs the NETPDTC Telephone Planning Board (TPB), represents NETPDTC on the Telephone Control Board (TCB), and coordinates with the TPB, TCB, the BCO, and its Regional Coordinator, vendors and NETPDTC customers to define telephone service requirements and identify appropriate, cost-effective solutions. The ATC orders adds, deletes, and changes that he/she receives through the NETPDTC N6 Customer Assistance Center (CAC). These CAC requests are reviewed, validated, and forwarded for appropriate action. Requests requiring funds for procurement and/or installation of ancillary equipment not programmed for the current fiscal year will normally be returned to the requestor with an estimated cost of the service. If requestor forwards appropriate funds to cover those costs, action to provide the service will be initiated; otherwise, the request will be closed without further action. Nonroutine requests requiring extensive reprogramming/moves

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such as reorganization require coordination with the Comptroller to ensure adequate funding is available to accommodate the request.

c. NETPDTC Department Directors. Comply with procedures outlined in enclosure (1).

8. **Use of Government Telephone Lines**

a. Government telephone services are for official use only per reference (a). Local calls of a personal nature will be kept to a minimum.

b. Users should be aware of the vulnerability of telephone communications to security violations and not discuss classified information.

9. **Use of Defense Switching Network (DSN)**. DSN will be used as the primary method of placing long distance calls wherever possible. In the event DSN cannot be used, FTS may be used as described in paragraph 10.

10. **Placing and Recording Long Distance Telephone Calls**

a. Department Directors and their designated representatives are responsible for the authorization of ALL long distance toll calls made by their personnel. Toll calls will be logged on enclosure (2) and retained for verification. Monthly telephone toll summaries will be forwarded to each department for verification. Departments will return verification to the ATC within 10 working days from receipt of the toll listing.

b. It is imperative that long distance service be kept to an absolute minimum as funding continues to be limited. Long distance calls should not be authorized unless the matter to be discussed is urgent and cannot be placed over the worldwide DSN.

c. If long distance must be used, direct dialing should be used and the call recorded on enclosure (2). The approving official will ensure the call is for official use and the caller has complied with the intent of this instruction.

11. **Unauthorized Long Distance Calls**. Collect and/or third party charge telephone calls will be kept to a minimum. Direct personal long distance calls of any type, including third party numbered calls, will not be placed from official telephones at NETPDTC.

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Unauthorized long distance telephone calls are in direct violation of reference (a) and Florida statute.

a. Violations for unauthorized use of government owned equipment is punishable under Article 134 of the Uniform Code of Military Justice. Civilian personnel may be disciplined under Civilian Personnel Manual 752.

b. The designated official within each department is responsible for the collection of unofficial telephone services charges as outlined in the NAVCOMPAN, Volume 4, paragraph 046386. Activity telephones are for official use only. All unofficial toll calls should be identified and charged to the caller. Regardless of repayment, the offender is subject to potential adverse action for unauthorized use of government equipment.

c. Payment for unauthorized toll calls will be made by check or money order in compliance with the NAVCOMPAN, paragraph 032104-5. Collection of the toll charge and the Federal Excise Tax (FET) will be made on NAVCOMPT Form 2054(3C). This collection procedure is carried out within the NETPDTC and does not involve the BCO. However, toll charges requiring investigation must be referred to the BCO by the ATC.

d. In some cases the unofficial toll call line item on the BCO monthly toll report may be handled appropriately by reversing the charge to the private telephone number of the caller. Reversing the charge may be done by the department representative by writing 'Transfer to xxx-xxxx' (private telephone number) to the right of the line item. As a result of this notation, per reference (b), the BCO will credit NETPDTC for the amount, and the individual will be billed for the amount plus FET.

12. **Telephone Lines/Extensions/Equipment.** In order to reduce the overall cost of telephone services, NETPDTC has installed a networked digital key system with voice mail. The primary number for that system is commercial 850-342-1001, DSN 922-1001. Each NETPDTC employee/contractor will be assigned a unique extension with voice mailbox. In addition to that extension, CO, XO, special assistants, department heads and assistant department heads may request a direct line. Special projects requiring a direct line or an analog line must submit a written request with justification via the chain of command to the ATC. All devices attached to this system must be government-provided digital devices. Any personal telephone equipment is prohibited without express written approval of the ATC.

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12. **Accountability**. Personnel identified as having action/responsibility by this instruction will be held accountable for completion of those actions.



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**PROCEDURES FOR OBTAINING TELEPHONE SERVICES
NETPDTC, SAUFLEY FIELD**

1. Scope. These procedures are to be used by all NETPDTC organizational components located aboard Saufley Field when obtaining telephone services.
2. Telephone Services. For the purpose of these procedures, telephone services are defined to include:
 - All voice services.
 - Support for dial-type modems
 - Requests for Integrated Services Digital Network (ISDN) services.
3. Base Communications Office (BCO). NETPDTC Activity Telephone Coordinator (ACT) is responsible for coordinating telephone services budget information, chairs the NETPDTC Telephone Planning Board (TPB), represents NETPDTC on the Telephone Control Board (TCB), and coordinates with the TPB, the TCB, the BCO and its Regional Coordinator, vendors and NETPDTC users to define telephone service requirements and identify appropriate, cost-effective solutions.
4. Procedures. The procedures for obtaining telephone services onboard Saufley Field are described below:
 - a. Outages. Outages of previously operational telephone services should be reported directly to the NETPDTC N6 Customer Assistance Center (CAC) at 2-1001. The CAC will record the pertinent information and take the problem for resolution.
 - b. Changes to Service. These include new services, removal of services, changes to and relocations of service. Changes to telephone services require a call to the CAC.
 - (1) Requests for service changes must be approved by the Department Director and submitted to the ATC via the CAC. NETPDTC Department Directors may designate a department representative for submitting requests to the CAC.
 - (2) Internal procedures within a department or a tenant activity for submitting requests to the CAC are left to the departments and tenant activities.

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(3) The ATC will review the submitted requests, contact the coordinator/requestor if there are any questions or points to be clarified, prepare TSR forms, submit them to the BCO/vendor for action, and track them to completion. Requests requiring funds for procurement and/or installation of ancillary equipment not programmed for the current fiscal year will normally be returned to the requestor with an estimated cost of the service. If requestor forwards appropriate funds to cover those costs, action to provide the service will be initiated; otherwise, the request will be closed without further action. Nonroutine requests requiring extensive reprogramming/moves such as reorganization require coordination with the Comptroller to ensure adequate funding is available to accommodate the request.

c. Special Projects. Special projects are large or unusual, non-routine, nonrecurring efforts, such as new construction or renovations that will require new telephone systems, etc. The ATC may be contacted directly via telephone or electronic mail for special project requirements. The ATC will coordinate requirements gathering and work with the BCO/Regional Coordinator/vendor as appropriate to obtain planning, design, cost estimates, funding, procurement and installation of services needed to implement the project.

